



# Hospital Directory

2021



**Exeter  
Medical**

Part of Ramsay Health Care

# We are **Ramsay Health Care UK**

Ramsay Health Care is a leading, global private health care operator which has been delivering great care to patients for over 50 years, with 480 hospitals and facilities across 11 countries including Australia, France, Denmark, Sweden, Italy, Norway, Germany, Indonesia and the United Kingdom. As an established healthcare provider, Ramsay is known for operating quality hospitals, with exceptional facilities, outstanding standards of patient care and safety and importantly, happy and driven staff.

In the UK, Ramsay Health Care operates 37 facilities across England, including 4 day case hospitals, offering a range of elective procedures including Orthopaedic, Spinal Surgery, General Surgery, Women's and Men's Health and Ophthalmology, and 3 Neurological Rehabilitation Centres. Ramsay is the largest Independent Health Care Provider of NHS elective care to the NHS, delivering 3% of all NHS commissioned elective surgery in 2018/19.

The culture of Ramsay Health Care centres on always striving to do the right thing for the patient. The strapline 'People caring for People' is not just a statement, but a reflection of the values set out in The Ramsay Way, which is the promise all Ramsay staff sign up to when they join the company, and something the organisation works hard to ensure that it remains the focus of its business.

Ramsay UK is committed to working in partnership with referrers and providers within our local healthcare economies to offer the highest quality care to all our patients working with our experienced clinicians and teams. **Simply, People Caring for People.**

## Partnership **with the NHS**



Ramsay is committed to **developing partnerships** with the NHS to work **collaboratively** and meet the **health needs** of communities to deliver **efficient** and **safe** care to all. Ramsay believes every patient has the right to decide where they are treated, and actively seeks **opportunities** to build capacity in areas of **unmet demand** to satisfy locations where health inequality is clear. With **strong financial stability**, Ramsay is well positioned for continued growth and management of our facilities.



## Hospital Manager **Introduction**

Exeter Medical is a day-case unit that opened in September 2007 and has provided first class private healthcare for patients with health insurance, patients who self-pay or NHS patients exercising choice through the e-referral system.

By investing in the latest advanced medical technology, we offer a wide range of treatments and services. We care for patients from outpatient consultation and diagnostics through to surgical treatment.

We are proud to be in partnership with some of the most qualified and experienced Consultants, along with dedicated staff who are highly trained and pride themselves on maintaining the highest levels of patient care to encourage a full and speedy recovery.

We very much look forward to welcoming you to Exeter Medical where you can be sure of the highest standard of patient care.

# About Exeter Medical

At Exeter Medical we offer fast access to the highest standards of care, so people know they can trust us to help them get better quickly. As the biggest provider of NHS procedures after the NHS you can count on first class treatment.

We offer consultant-led care from some of the most well-qualified and experienced specialists in their field of expertise.

## Our Areas of Expertise



**Hand & Wrist Pain**



**Cosmetic Surgery**



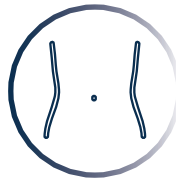
**Dermatology**



**Cardiology**



**Vascular**



**General Surgery**



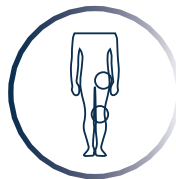
**Laser Services**



**Non-Surgical Cosmetic Treatments**



**Non-Scalpel Vasectomy**



**Hip & Knee Conditions**  
(Coming in 2021)



**Urology**  
(Coming in 2021)



**Gynaecology**  
(Coming in 2021)



CQC rated Exeter Medical - **GOOD**

# Clinic Listings (NHS and Private)

Special Interest	Consultant	Private	NHS
<b>Cardiologist</b>			
	Dr Tom Snow	•	
	Dr Ash Kotecha	•	
<b>Dermatologist</b>			
	Dr Tony Downs	•	•
	Dr Chris Bower	•	
	Dr Micheala Costache		•
<b>GP</b>	Dr Craig Barker	•	•
<b>General Surgery</b>			
<b>Hernia Repair</b>	Mr Stuart Andrews	•	•
<b>Genetics</b>			
	Dr Charles Shaw-Smith	•	•
<b>Gynaecology (Coming in 2021)</b>			
	Mr Manpreet Singh	•	•
<b>Hand &amp; Wrist</b>			
<b>Carpel Tunnel</b>	Mr Chris Mills	•	•
<b>Non-Scalpel Vasectomy</b>			
	Dr Craig Barker	•	•
<b>Non-Surgical Cosmetic Treatments</b>			
<b>Laser Skin Tightening, Laser Hair Removal, Laser Tattoo Removal, IPL Skin Rejuvenation, Harmony Clear Lift, DiamondTome Microdermabrasion, Harmony DYE VL Treatment, CO2 Laser</b>	Hayley Mack	•	
<b>Anti-Wrinkle Injections Botulinum Toxin</b>	Dr Craig Barker	•	
<b>Anti-Wrinkle Injections Botulinum Toxin, Dermal Fillers</b>	Charlotte Mills	•	

# Clinic Listings (NHS and Private)

Special Interest	Consultant	Private	NHS
<b>Orthopaedics - Hip &amp; Knee</b> (Coming in 2021)			
	Mr Ben Holroyd	•	•
<b>Plastic Surgery</b>			
	Mr Andrew Wilson	•	
	Mr Chris Stone	•	
	Mr David Oliver	•	
	Mr Nick Cawrse	•	
	Mr Chris Mills	•	
<b>Urology</b> (Coming in 2021)			
<b>General Urology</b>	Mr Robert Mason	•	
<b>Vascular Surgery</b>			
	Prof Bruce Campbell	•	



# Private Patient **Manager**

As Exeter Medical is committed to the provision of a first class, high quality experience for all patients, we provide a Private Patient Manager service.

Emma is available throughout consultation, treatment and aftercare to offer a personalised service to each patient dependent on their needs and wishes. She is able to provide the vital link required between patients and their Consultant facilitating a streamlined treatment pathway.

## **What our Private Patient Manager offers**

Emma will:

- Be a point of contact for all private patients.
- Manage the private patient journey.
- Answer private patient queries within 24 hours Monday to Friday.
- Walk patients through the various stages of their private treatment and help with queries or concerns regarding referrals, insurance or anything else relating to their hospital visit.
- Ensure any special requirements are met before, during or after a patient's visit.

Emma can be contacted directly as follows:

01392 690 078

# GP Liaison **Officer**

In order to facilitate relationships between Exeter Medical and the wider healthcare community, we have a dedicated GP Liaison Officer working both in and around the Devon area. Carla Forbes is responsible for building and developing relationships between those referring their patients and the hospital providing this treatment. She is able to utilise the expertise of our Consultants to provide training and educational events to GPs, Practice Managers, Nurse Practitioners and Physiotherapists enabling continued professional development.

## **What our GPL offers**

Carla will provide:

- Lunch and Learn educational sessions.
- Consultant-led training for professionals.
- Social events and GP networking opportunities.
- Medical secretary workshops.
- Online referral system support.
- GP referral literature and regular hospital updates.
- A direct liaison between referrers, Consultants and hospital services.

Carla can be contacted directly as follows:

07469 921 179

[carla.forbes@ramsayhealth.co.uk](mailto:carla.forbes@ramsayhealth.co.uk)

## Other useful **contact numbers**

Reception

01392 363 534

GP Liaison Officer - Carla Forbes

07469 921 179

Private Patient Manager - Emma

01392 690 078

National Enquiry Centre

01803 229 714 (option 1)



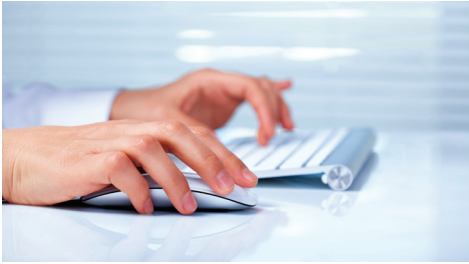


# Referring **Private Patients Online**

The Ramsay Health Care online Patient Referral system has been designed to allow you to refer private patients easily, quickly and securely to your Ramsay hospital of choice.

As well as being quick and easy to complete, using the online system will also help reduce your postage costs and speed up the referral process - all in a secure, online environment.

To make a referral, simply visit [ramsayhealth.co.uk/patientreferral](https://www.ramsayhealth.co.uk/patientreferral) and complete the short form.



## MAKING AN **ONLINE REFERRAL**

1



In your browser go to  
[www.ramsayhealth.co.uk/patientreferral](https://www.ramsayhealth.co.uk/patientreferral)  
Login with **Ramsayonline**  
and Password: **Ramsaygp**

2



Select the Ramsay hospital  
that you wish to send the  
referral to from the  
drop-down list

3



Attach a copy of the  
referral letter by clicking on  
'Select' and adding the file  
or copy and paste it directly  
into the form

4



Complete the remainder  
of the form noting the  
mandatory fields marked  
with an asterisk

If the consultant is unknown please  
select 'specialty referral only'

5



Once you have completed  
the form, press the  
'Submit' button to send  
the referral directly to the  
Ramsay hospital

6



You see an immediate  
confirmation that the referral  
has been received (also sent  
by email) and the hospital  
processes the referral

# Our private patient pledge is **built around you**



No  
Cancellations\*



Choice of  
Consultant\*\*



Appointments  
To Suit You



0%  
Finance



No Waiting  
Lists



Totalcare

For more information, please visit  
[ramsayhealth.co.uk/patients/private-patients](https://ramsayhealth.co.uk/patients/private-patients)  
or call **01803 229 714**

\*Cancellations or delays in your treatment can occur for clinical reasons; these will be discussed with you as part of your ongoing care pathway.  
\*\*Choice of consultant subject to availability. For more information please visit [ramsayhealth.co.uk/termsandconditions](https://ramsayhealth.co.uk/termsandconditions)

# Notes

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# How to find us

Exeter Medical,  
Admiral House, Grenadier Road,  
Exeter Business Park,  
Exeter EX1 3QF

[exetermedical.co.uk](http://exetermedical.co.uk)

 /ExeterMedical

## Your nearest hospital

### South West Cluster

You'll receive the best possible care from all the hospitals in the Ramsay Health Care group. Our hospitals in **your area** include:



#### Stourside Hospital

Part of Ramsay Health Care

Stourbridge



#### Exeter Medical

Part of Ramsay Health Care

Exeter



#### Duchy Hospital

Part of Ramsay Health Care

Truro



#### Mount Stuart Hospital

Part of Ramsay Health Care

Torquay



#### Winfield Hospital

Part of Ramsay Health Care

Gloucester



#### West Midlands Hospital

Part of Ramsay Health Care

Halesowen



#### New Hall Hospital

Part of Ramsay Health Care

Salisbury



#### Horton Treatment Centre

Part of Ramsay Health Care

Banbury